

ADMINISTRATIVE RECORD

1076515 - R8 SDMS

Libby Asbestos Site

Text for the next Q&A ad:

Q:

How does EPA get feedback on how the community feels about the work it's doing in the area?

A:

In addition to listening to the comments of area residents at our construction sites, in the Information Center, via e-mail, over the phone, and at TAG and CAG meetings, EPA and its contractors conduct several types of surveys in order to obtain feedback on our performance in the field and on the effectiveness of getting information to the community. For example, after each residence is cleaned up, we ask the property owner to fill out a 25-question post-cleanup survey in which they can evaluate and comment upon the work we completed at their residences. These results help us monitor how we are doing and point out potential areas of improvement in our work methods. As of March 2006, 90% or more of the respondents said they were treated with courtesy and respect, kept well informed about the work, impressed with the health and safety precautions EPA took, and glad they had the clean up work done.

EPA also conducted a community-wide survey of Troy and Libby in 2005 in order to get an understanding of residents' awareness of upcoming milestones in the Superfund process, their interest in participating in that process, and their preferred means of getting information from EPA. We plan to conduct a follow-up survey in 2006 to see if we were able to increase awareness by giving people the information they are interested in receiving.

EPA also formally solicits public comment on many of the milestone events during the Superfund process. For example, the upcoming Proposed Plan, the document that outlines our cleanup strategy for the remediation project, is subject to a formal public comment period. All of these comments are addressed in writing in the Responsiveness Summary, which is an appendix to the Record of Decision.

web & all papers → 3/06 & 4/06